

Data Center (formerly Operations)

Program Operating Plan

Program or Division Name	Data Center (formerly Operations Division)
Bureau	Bureau of Operations
Associateship	Associateship of Information Systems
Program Purpose	The Data Center provides support for the Peoplesoft and ECS Job Server Systems and provides network backup and restore operations for customers who have Novell Netware and Windows NT Servers.
Major Responsibilities	<p>The Data Center monitors and maintains the TDH Peoplesoft Process Monitor and ECS Job Server System and takes corrective action(s) when problems occur. For Peoplesoft Process Monitor, this task will include notification of TDH IS and Epoch Edge support personnel when jobs error or unusual system events are observed. For ECS Job Server System, this includes notifying on-call IS support personnel and/or designated on-call personnel from the program area that submitted the job to be processed. The Data Center monitors Netware and Windows NT file servers for correct operation and report problems, if they occur. The Data Center assists in maintaining and diagnosing network physical and logical structures, such as network hubs, switches, cables and printers. The Data Center monitors and maintains a network file server backup and restore operation for 65 customer file servers. The Data Center backs up approximately 1.9 terabytes each week. The Data Center maintains a tape backup library that is vaulted for three months and is retained for a total of six months. The backup tapes for the first full week of a month are sent to vault for 15 months. The full backup tapes for the first full week of September are retained for five years. The Data Center supports a network printer operation for the printing of customer reports, which average 400,000 pages per month. Some of the generated printouts include letters that are mailed to individual clients of the TDH programs that process their data on our system(s).</p>
Population Served	<ul style="list-style-type: none">• Employees of TDH• All citizens of Texas.
Contact Information	<p>Tom Witherspoon ADP Supervisor II Phone: 512.458.7496; Fax: 512.458.7604 tom.witherspoon@tdh.state.tx.us Location: Winters Building, Room 1C-123 Mailing Address: 701 West 51st Street, Austin, Texas 78751</p>

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Program Objectives	
Fiscal Year 2002 Objectives	The long term Data Center plan is to consolidate servers at Winters Building; to prepare the Data Center to accept additional servers and associated equipment; to review the Data Center layout to determine if updates, changes or improvements to layout are needed; and to plan for additional shelving, electrical, and connectivity needs.
Services Provided/Activities	Health Care Safety Net Services.
	N/A
	Essential Public Health Services (EPHS)
	N/A
Program Evaluation	Administrative Activities
	The Data Center monitors administrative programs that process overnight and take corrective actions, if needed. The Data Center provides network backup and restore services, provides network printer services for large jobs and special printing requests, and monitors HHSAS and TDH network connectivity.
	Performance Measures
	N/A
Performance Measures: State	
Performance Measures: Federal	N/A
Mandate/authority	N/A
Origins of program (if no mandate)	The Data Center (formerly Operations) originally began as a TDH central office function.
Program Rules	N/A
Advisory Committee or Regulatory Board	N/A